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**Communications
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Press Release

DEPARTMENT OF HUMAN RESOURCES ENHANCES CUSTOMER SERVICE

Agency adds 10 Jurisdictions to its Customer Call Center

BALTIMORE, MD (March 3, 2004) -- How do you handle 54,000 customer calls a month? The answer ... use the child support call center.

Beginning in March ten child support offices, Allegany Co. DSS; Carroll Co. DSS; Cecil Co. DSS; Charles Co. DSS; Frederick Co. DSS; Garrett Co. DSS; Kent Co. DSS; St. Mary's Co. DSS, Talbot Co. DSS and Washington Co. DSS will become part of a state-wide call center. This action is part of the Department of Human Resources' Child Support Administration's efforts to enhance its operations to ensure better customer access to child support services.

This statewide improvement will provide child support customers with fast and accurate answers to their questions. A customer dialing 1-800-332-6347 will speak to a customer service representative as opposed to recorded messages.

The call center enables the Department to :

- Handle an increased call volume
- Reduce caller wait time
- Provide additional customer service representatives
- Offer 5 Day/Weekly service from 8:00 am to 5:00 pm
- Provide English/Spanish Operators

Child Support Enforcement Administration manages 312,322 cases and distributes \$437 million dollars in child support payments.

For Immediate Release